



AODA Multi-Year Plan

<u>General Requirements</u>				
Requirement	Compliance Date	Strategy	Status	Implementation Date
Develop accessibility policies describing what they do, or intend to do to meet requirements of the regulation	1-Jan-14	Create accessibility policies that best suit Lar-Mex's business practices. This shall be in compliance with Ontario's accessibility laws & Human Rights Code as it relates to people with disabilities.	Completed	Oct-17
		Post policies on website & provide in alternate accessible formats upon request	Completed	Oct-19
		Review policies on an ongoing basis	Ongoing	
Develop multi-year accessibility plan outlining steps Lar-Mex Inc. will take to comply with requirements set out by AODA.	1-Jan-14	Review each standard and establish goals and targets to achieve accessibility	Completed	Apr-19
		Create document outlining activities to be achieved by Lar-Mex with target compliance dates	Completed	Apr-19
		Review policies on an ongoing basis	Ongoing	
Consider accessibility when purchasing or designing self-serve kiosks	1-Jan-14	Currently no plans to purchase or design self-serve kiosks	N/A	
Provide training on the requirements of the regulations as it relates to the person's duties and on the Ontario Human Rights Code as it relates to people with disabilities	1-Jan-15	Training on the AODA and Ontario Human Rights Code will be delivered as soon as practicable to all employees, volunteers and all persons who participate in developing the organizations policies; and all other persons who provide goods, services or facilities on behalf of the organisation as required.	Completed	Oct-17
		A record of the training, including dates and number of trained people will be maintained	Ongoing	
		A plan for refresher training on a periodic basis for employees on an ongoing basis will be created.	Ongoing	
<u>Customer Service Standard</u>				
Requirement	Compliance Date	Strategy	Status	Implementation Date
Establish a policy that complies with the Customer Service Standard Develop procedures and practices that follow policy guidelines and that are consistent with the core principles of dignity, independence, integration and equal opportunity	1-Jan-12	Create accessibility policies that best suit Lar-Mex's business practices. This shall be in compliance with Ontario's accessibility laws & Human Rights Code as it relates to people with disabilities.	Completed	Oct-17
		Post policies on website & provide in alternate accessible formats upon request	Completed	Oct-19
		Review policies on an ongoing basis	Ongoing	

<u>Customer Service Standard</u>				
Requirement	Compliance Date	Strategy	Status	Implementation Date
Communicate with a person in a way that takes into account their disability.		Develop a Customer Service Plan addressing how Lar-Mex will provide the goods and services to customers with disabilities.		
Allow customers to use their own personal assistive devices when accessing goods and services.		Specifically address the use of personal assistive devices, support persons and service animals.		
Allow customers with disabilities to be accompanied by their support person or service animal in areas of your premises while accessing goods and services.		Address how to provide feedback, how it will be recorded and handled.	Completed	Apr-19
Develop a process for accepting feedback relating to the provision of goods and services to customers with disabilities, including how it will be recorded, responded to and handled. Make information about your feedback process readily available for customers.		Post Customer Service Plan on website and provide in alternate accessible formats as requested.	Completed	Oct-19
		Review Customer Service Plan on an ongoing basis.	Ongoing	
Train employees who deal with the public or act on your behalf on the provisions required by the customer service standard		Provide training to all employees on the Customer Service Standard	Ongoing	
		Provide training to all new employees within the first week of hire, where reasonable	Ongoing	
<u>Customer Service Standard</u>				
Requirement	Compliance Date	Strategy	Status	Implementation Date
Alternate formats are available on request for all feedback forms		Statement will be added to Lar-Mex's website with contact information.	Completed	Oct-19
<u>Employment Standard</u>				
Requirement	Compliance Date	Strategy	Status	Implementation Date
Workplace emergency response information	1-Jan-12	Where required, develop an individualized workplace emergency response.	Ongoing	Oct-19
The individualized workplace emergency response information must be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	1-Jan-12	Upon hiring verbally inform all employees of emergency response including fire alarms and evacuation procedures. Where Lar-Mex Inc. is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.	Ongoing	
Accessible Recruitment and Employment Process:		Lar-Mex Inc. is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.	Ongoing	

<u>Employment Standard</u>				
Requirement	Compliance Date	Strategy	Status	Implementation Date
1) When advertising a job posting: state accommodation for job applicants w/ disabilities are available upon request	1-Jan-16	Add a statement to all job postings and on website that, upon request, Lar-Mex Inc. will accommodate job applicants w/ disabilities throughout the screening process. "***Equal Opportunity Employer: Lar-Mex Inc. is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans status, Aboriginal/Native American status or any other legally-protected factors. Disability-related accommodations are available on request for candidates taking part in all aspects of the selection process."	Completed	Oct-17
2) When inviting job applicants to participate in the selection process: state that accommodations for job applicants w/ disabilities are available upon request	1-Jan-16	Add a statement to all job postings and on website that, upon request, Lar-Mex Inc. will accommodate job applicants w/ disabilities throughout the screening process. "***Equal Opportunity Employer: Lar-Mex Inc. is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans status, Aboriginal/Native American status or any other legally-protected factors. Disability-related accommodations are available on request for candidates taking part in all aspects of the selection process."	Completed	Oct-17
3) Notice of accommodation for the recruitment and selection process (Refer to S. 23). Document(s) confirming how you notify, consult and arrange suitable accommodation for job applicants.		Inclusion of availability of accommodation as part of the script in the scheduling of an interview. Ask all candidates if they require any accommodation for the interview (e.g., a scooter or wheelchair accessible space, or a sign-language interpreter). "Please note: Lar-Mex Inc. has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact [company HR representative's name and title] at [telephone number] or by e-mail at [e-mail address] so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment ". If an interviewee says yes, then ask which kind of accommodation is required. If not enough information on hand to proceed, make note of the request and commit to getting back to the candidate to confirm the specifics of the interview time and location.	Ongoing	
4) When offering a job to a successful candidate: inform of policies on accommodating employees w/ disabilities	1-Jan-16	It is a discussion point on the New Hire checklist to discuss accommodation policies. If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability, using our <i>Individualized Accommodation Plan Process Template</i> .	Ongoing	

Requirement	Compliance Date	Employment Standard Strategy	Status	Implementation Date
<p>Document(s) confirming that you consult with employees to determine the suitability of accessible formats and communication supports for [Refer to S. 26(1-3)]:</p> <p>(a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace</p>	1-Jan-16	<p>Lar-mex Inc. will consult with the employee with a disability to determine the most appropriate accessible format or communication support. Any plans for alternative or accessible communication should be included in the <i>Employee's Individual Accommodation Plan</i>.</p> <p>Lar-mex Inc. gives employees information that they need to perform their job, and information that is generally available to employees in the workplace in a format that they can easily access and understand. For some employees with disabilities, this might mean alternative formats. The employee with a disability is often the best resource for determining how this can be accomplished efficiently. Examples of accessible formats we are able to provide include: a) text-to-speech versions b) braille c) large print d) accessible PDFs e) plain language versions</p>	Ongoing	
Develop a process that supports return to work when employees have been absent	1-Jan-16	<p>Review current return to work plan and identify gaps between our current plan and the requirements outlined in the Employment Standard.</p> <p>All parties involved will develop and provide an appropriate accommodation as per Lar-Mex's Accomodation Policy.</p>	Ongoing	Oct-17
<p>Create a written process for developing and documenting individual accomodation plans for employees with disabilities.</p>		<p>Review and modify (if necessary) our current accommodation policy.</p> <p>Where applicable, work with employees who have a disability to develop an individualized accommodation plan.</p> <p>Provide copies in an accessible format as requested.</p>	Ongoing	
<p>Consider individual accomodation plans in the support provided to employees specifically as it relates to performance management, career development and/or redeployment.</p>		<p>As necessary, the Human Resources department will work with leadership to providing coaching and support as it relates to fulfilling accommodation policies.</p> <p>Revise individualized accomodation plans as necessary</p>	Ongoing	
<p>Train your staff on Ontario's accessibility laws. Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.</p>	1-Jan-15	<p>Review individual standards to determine which employees should undergo what training and conduct training accordingly.</p> <p>Train all employees on Ontario Human Rights' code as it relates to people with disabilities.</p>	Ongoing	
<p>Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p>		<p>Lar-mex Inc. will ensure that the return to work process as set out in its existing policies outlines the steps the Lar-Mex Inc. will take to facilitate the employee's return to work after a disability-related absence, outline the development of a written individualized return to work plan for such employees, and require the use of individual accommodation plans in the return to work process.</p>	Ongoing	
<p>Develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed.</p>	1-Jan-16	<p>Maintain privacy of the accomodation plans.</p>	Completed	Oct-17
<p>New Employees receive information on supports during orientation process</p>	1-Jan-16	<p>Add to discussion points on the New Hire checklist to discuss accomodation polcies</p>	In Progress	

Feedback, Accessible Formats and Communication Supports				
Requirement	Compliance Date	Strategy	Status	Implementation Date
All internet websites and web based content must conform with WCAG 2.0 Level A	1-Jan-14	Any significant upgrades to the Lar-Mex website will conform with WCAG 2.0 Level A	In Progress	
All internet websites and web based content must conform with WCAG 2.0 Level A	1-Jan-21	The Lar-Mex website will conform with WCAG 2.0 Level A standards	Ongoing	
Make it easy for people with disabilities to provide feedback (accessible formats and communications support) when required. This includes surveys and comment cards.	1-Jan-15	Should surveys be used, accessible formats will be available upon request	Completed	Oct-17
		Per Lar-Mex's Customer Service Plan feedback is welcome via email or word of mouth to the appropriate Sales Rep.	Completed	Oct-17
Make your public information accessible when asked. Work with the person to figure out how to meet their needs as soon as possible.	1-Jan-16	Lar-Mex Inc. will consider and prepare alternate formats of communication and will work together with the person with disability to provide the most appropriate method of communication.	Ongoing	
		Post notice on website that information can be provided in accessible formats upon request	Completed	Oct-19
Built Environment Standard				
Requirement	Compliance Date	Strategy	Status	Implementation Date
Provide Accessible public spaces. Newly constructed outdoor public spaces and all services areas (built after Jan 1, 2016) will meet all requirements, including: a) Recreation Trains b) Public eating areas c) Outdoor play area c) Exterior paths d) Accessible parking e) Obtaining services	1-Jan-16	Lar-Mex Inc. will continue to comply with the regulation and apply new standards when designing new facilities and when carrying out modification to existing facilities.	Ongoing	
Off-street parking facilities must include two types of accessible parking spaced when two or more accessible spaces are required: A wider space with signage that identifies the space as 'van accessible' and A standard width space		Research minimum number of parking spots required Research width requirements and measure to see if current parking spots meets this requirement Should widening be required, communicate via various methods and provide alternate parking while work is being completed ensure appropriate signage		
Off street parking must include a minimum number of each type of accessible parking spaces, depending on the total number of parking spaces in the lot				
Accessible parking spaces must have access aisles with a minimum width that provides people with disabilities to get in and out of their vehicles			In Progress	
Each accessible parking space must be identified with current signage requirements set out in Regulation 581 under the Highway Traffic Act				

Built Environment Standard

Requirement	Compliance Date	Strategy	Status	Implementation Date
Develop and implement procedures for preventative and emergency maintenance of the accessible parts of public spaces, such as frequency of inspecting sidewalks for cracks		Include the outdoor public spaces to the monthly Health & Safety inspection sheet. Ensure appropriate communications and signage is used during temporary disruptions and provide alternatives.		
Development & implement procedures for handling temporary disruptions when an accessible part of their public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative			Completed	May-19